



# CITY OF HOUSTON

## Job Posting

Applications accepted from:	ALL PERSONS INTERESTED
Job Classification	SYSTEMS SUPPORT ANALYST III
Posting Number	PN# 107315
Department	Health & Human Services Department
Division	Office of Surveillance and PH Preparedness
Section	PH Preparedness
Reporting Location	8000 N. Stadium Drive
Workdays & Hours	M - F, 8 a.m. - 5 p.m.*
*Subject to change	

**DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**

Under limited supervision, maintains one or more operating system products. Provides assistance in supervising personnel in the handling of various activities necessary to the operation of the data center. Analyzes operational procedures to improve efficiency in the data center.

**CORE FUNCTIONS**

- Defines requirements for Network Server Systems, evaluates vendor solutions to determine optimum system suitability, manages systems configuration and assures reliability and uptime of network systems for Public Health Information Network (PHIN) and assigned remote locations.
- Consults with end users and outside vendors to identify system needs and solutions for all Local Area Network (LAN) projects related to the Public Health Preparedness. Serves as project lead for all LAN issues supporting preparedness, including monitoring of related contracts.
- Installs and configures hardware and software solutions to support server and stand alone PCs. Identifies priority issues and disseminates relevant information quickly. Responds to service requests within a 24 hour response time. Completes projects within reasonable timelines (i.e., 3-5 days for configuration and security issues).
- Responsible for monitoring and troubleshooting internal and external system resources as it pertains to security of all LAN server configurations in Public Health Preparedness (web portal security access, intranet and internet security interfacing).
- Utilizes technical skills to apply reliable and safe solutions to operational issues and problems. Creates, implements and enforces security policies based on CDC, TDH and HIPAA requirements, as well as, other related security guidelines.
- Maintains all systems uptime and document procedures and protocol to establish consistent connectivity to all LAN server systems.
- Conducts special projects as assigned by supervisor within time limits assigned to those projects.

**WORKING CONDITIONS**

The position is physically comfortable, the individual has discretion about walking, standing, etc.

**MINIMUM EDUCATIONAL REQUIREMENTS**

Requires a Bachelor's degree in Business, Mathematics, Engineering, Computer Science, Economics or a closely related field.

**MINIMUM EXPERIENCE REQUIREMENTS**

Three (3) years of experience in data communications analysis and design, programming systems design and maintenance, operating systems software support, or a closely related field. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

**MINIMUM LICENSE REQUIREMENTS** None

**PREFERENCES**

- Microsoft Certified Systems Engineer (MCSE) 2003.
- Experience with Demilitarized Zone (DMZ) and Virtual Local Area Network (VLAN).
- Familiar with Cisco hardware.
- Must be able to lift up to 50 pounds.
- May be required to work extra hours as needed during an emergency.

**SELECTION/SKILLS TESTS REQUIRED** None

**SAFETY IMPACT POSITION** ☐ Yes ☒ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

**SALARY INFORMATION**

**GRANT FUND POSITION**

**This position is dependent upon continued available funds. If funding is no longer available, employee may be laid off or transferred.** Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:

Salary Range - Pay Grade 22  
\$1,277 \$1,755 Biweekly \$33,202 - \$45,630 Annually

**OPENING DATE** November 2, 2005

**CLOSING DATE** Open Until Filled

**APPLICATION PROCEDURES**

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1<sup>st</sup> floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 794-9142. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

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